



## CASE STUDY

Citrix Access Information for **GOVERNMENT**

## The National Business Center, U.S. Department of Interior

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**MICHAEL SCIORTINO**Financial Systems Consultant,  
National Business Center

The National Business Center (NBC) is an office within the United States Department of Interior (DOI) that provides financial and information management services to other federal agencies. In addition to supporting the individual DOI bureaus such as the National Parks Service, the NBC also services other federal agencies such as the U.S. House of Representatives and the FDIC.

### THE CHALLENGE: EASY AND SECURE ACCESS TO HYPERION ENTERPRISE APPLICATIONS

The NBC serves as an application service provider for many Federal agencies, hosting mainframe and client/server financial applications. The NBC is also responsible for the operation of DOI's Consolidated Financial Statement (CFS) System, used to prepare the department's annual financial statements. These financial statements are required by law, and must be submitted to the Department of the Treasury, to Congress and, finally, to the President of the United States.

“Our department needed to ensure that Hyperion Enterprise, the application that supports highly visible and audited financial statements, was accessible and easily maintained,” explained Michael Sciortino, CPA, Financial Systems Consultant for the National Business Center. “With users in different offices around the country accessing the applications, we ran into performance issues and data corruption problems.”

For the annual financial statement preparation process, the DOI needed a solution that would improve application performance, and allow administrators the ability to deploy the applications to other bureaus quickly. “We didn't have the time or resources to ship the application software to each bureau, and manually install and support the application on each device,” noted Sciortino.

### Key Benefits

- Faster performance of Hyperion Enterprise applications across remote offices
- Secure, Web-based application access without rewriting code
- New users set up in five minutes
- Reduced IT costs, increased productivity

### Applications Deployed

- Hyperion Enterprise; Hyperion Reporting; Hyperion Retrieve (Microsoft® Excel add-in)
- KEdit, Text Editor
- Remote Explorer (Windows® Explorer)

## IMPLEMENTING CITRIX METAFRAME PRESENTATION SERVER

On behalf of the department, the NBC consulted Hyperion Solutions, who recommended Citrix® MetaFrame® Presentation Server for Windows® to extend the application for enterprise-wide deployment. **Emergent OnLine**, a Gold-level reseller of the Citrix Solutions Network™, helped the NBC implement Citrix MetaFrame Presentation Server software, including the web interface. More than 250 people — including the Department's CFO organization, bureau financial officers, budget personnel and an external auditing firm — now have easy access via Citrix software to Hyperion and other applications from any Web browser, across any connection.

## IMPROVED RESPONSE TIME AND SIMPLIFIED ACCESS

"After we moved to Citrix MetaFrame Presentation Server, application performance got 100 percent better," said Sciortino. "We now have a secure solution that has helped us eliminate data corruption problems caused by loss of connectivity. Even users with slow connections can easily access the application."

The Citrix solution addressed the DOI's need to deploy business-critical applications across all bureaus, and to users in disparate locations — while simultaneously lowering costs and saving time. "If it wasn't for the Citrix solution, we would have had to hire at least 10 people to support all our users," noted Sciortino. "It now takes us less than five minutes to give a new user access. With Citrix MetaFrame Presentation Server, we have maximized the productivity of our IT team, and reduced costs by centralizing all the data."

Web interface has enabled the NBC to Web-enable its applications without any application rewrites. Users can access the centralized applications from their homes or from remote sites with any Web browser. And with the advanced session shadowing capabilities of MetaFrame Presentation Server, an administrator can remotely take control of a user's session to train and troubleshoot. "Managing users with Citrix software is so easy that recently, our administrator dialed-in from a vacation on a cruise ship to check the system," said Sciortino.

As the NBC rolls out applications to more federal clients, it is migrating to Citrix MetaFrame XP™ Presentation Server. "Implementing Citrix solutions has been one of our best decisions," concluded Sciortino.

## Networking Environment

- Citrix® MetaFrame® Presentation Server for Windows® running on HP Proliant servers with 800 MHz processors, 2128 MB RAM
- Microsoft® Windows NT® Server 4.0, Terminal Server Edition
- Network connection: TCP/IP
- Client devices include a variety of PCs; Wyse Winterm Windows-based terminals; and HP IPAQ handhelds

**About Citrix MetaFrame Access Suite:** The Citrix MetaFrame Access Suite offers organizations the easiest and most cost-effective way to provide a single, secure point of access to enterprise applications and information on-demand. The Citrix Suite ensures a consistent user experience anywhere, on any device or connection, while allowing IT staffs to centrally deliver, manage, monitor and control enterprise resources. Products in the Citrix Suite are fully integrated, making it easy to add and extend the value of your MetaFrame implementation.